

Website terms and conditions

Terms and Conditions for the Friends For Life program are set out below.

1. In these Terms and Conditions, unless the context otherwise requires: "Friends For Life Member" means a person who is enrolled in the Friends For Life Program ("Program"). "Friends for Life Card" means a card issued by Petbarn to a Friends For Life Member, at the Friends for Life Member's request, for use in the Program. "Program" means the scheme called Friends For Life pursuant to which certain points are offered or made available to a Friends For Life Members from time to time as a result of the purchase of products or services offered by businesses owned by Greencross Limited ("Greencross"), including but not limited to Petbarn Stores and Greencross Vet Clinics.
2. These Terms and Conditions may be changed, amended or varied at any time by Greencross in its absolute discretion without giving a reason and without notice.
3. Greencross reserves the right to change the Program, any benefits and discounts available under the Program. Greencross may, but is not obliged to, communicate notice of such changes using methods including, but not limited to, notification on the website, authorised written communication in-store or at a clinic, by email, SMS or post.
4. Without prejudice to any other mode of proof, by completing the Program enrolment form or providing verbal consent to participating in the Program, a Friends For Life Member accepts these Terms and Conditions as amended from time to time and agrees to be bound by them.
5. Membership in the Program is subject to these Terms and Conditions as amended from time to time. Any failure by a Friends For Life Member to adhere to these Terms and Conditions may result in termination of a Friends For Life Member's membership in the Program and cancellation of accrued points. Membership in the Program is offered at the discretion of Greencross. Greencross has the right to accept or reject any applications for membership. Greencross will use its reasonable endeavours to transmit notices and other material relevant to a Friends For Life Member to advise him or her of various matters of interest including changes to the Program. Greencross will not be liable for failure to do so.
6. Greencross will not be responsible for correspondence lost or delayed in the mail, via email or any other form of correspondence. Any notice will be deemed to have been given by a Petbarn Store or Greencross Clinic if posted to the mailing address or emailed to email address last expressly notified by a Friends For Life Member to a Friends For Life representative.
7. Each Friends For Life Member is responsible for advising Greencross of any change of contact details. Notwithstanding the above, Greencross may inform, advise and notify Friends For Life Members by any form of communication.
8. Greencross may terminate the Program at any time. In the event of termination of the Program, or the cancellation of a Friends For Life Member's Card or cancellation of membership in the Program, Greencross will notify Friends For Life Members of such termination or cancellation. All accrued points, benefits and rewards must be redeemed within three (3) months of the date of termination or cancellation, whichever is the sooner.

In the event of termination or cancellation of a Friends For Life Member's Card by the Member, all accrued points, benefits or rewards will be forfeited.

9. Greencross will not be liable for any disruption to the Program or any delay to or inability to provide any of the points caused by circumstances beyond the control of Greencross, including but not limited to strikes or industrial disputes, acts of God, flood, weather, aircraft unavailability or unavailability, war or civil disturbance.
10. A copy of the current Friends For Life Membership Terms and Conditions (including our Privacy Policy) can be obtained online at www.petbarn.com.au. Only natural persons can apply for a Friends For Life Card. Friends For Life Cards cannot be held jointly. Member's participation in the Program will be resolved by Greencross in its sole discretion. All Friends For Life Members must be resident in Australia.
11. To participate in Friends For Life, a person must provide certain details to the Greencross staff (including but not limited to a Petbarn store member or a Greencross Clinic staff member). Greencross may refuse any application for membership at the sole discretion of Greencross. If an applicant does not provide the necessary information on the Application Form, that applicant may not be eligible to participate in the program.
12. Greencross and/or its agents on its behalf, collects a Member's personal information in order to operate the Program. If this information is not provided then the Member may not participate in the Program. By making an application, unless otherwise advised, the Member consents and authorises Greencross and or any other third party (including without limitation a related body corporate, agents, contractors) to use this personal information for the purpose of conducting the Program. In addition this personal information and any other information that is obtained via the Program may be used by Greencross, and each of its presently existing (and future) subsidiaries for marketing, promotional, research, product development and planning purposes in any form of media (including without limitation to electronic communications).
13. A Friends For Life Member may only hold one Friends For Life Card. Friends For Life Cards cannot be used as a credit or guarantee card Earning and Redeeming Points.
14. A Friends For Life Member is given the opportunity to receive offers, special discounts and enter into competitions "Offers". Offers are subject to further terms and conditions, the details of which will be available at the time of each offer and may vary from time to time. Each Member consents and agrees to receive marketing information, offers and special discounts ("Information") from Greencross by email, SMS and post.
15. Friends For Life Member discounts only apply to full-priced items sold by Petbarn and are not available in conjunction with any other offer, unless otherwise specified.
16. Points will only be accrued on participating brands and suppliers. Points can only be collected at participating Greencross businesses, including participating Petbarn stores, and Greencross clinics. Points are not currently accrued for online transactions. .
17. Points are non-transferable and have no cash or monetary value.

Friends For Life Points are calculated based on whole dollars paid on qualifying purchases, inclusive of GST, subject to a valid Friends for Life Card being presented at the time of purchase. To earn points on a transaction in a Petbarn store or at a Greencross Clinic, Members are required to present the Friends For Life card when requested.
18. A Friends For Life Member will be awarded one point for every dollar spent on a qualifying product or service at a Petbarn Store, a Greencross Vet Clinic and other participating Greencross products and services, (limited to participating brands and suppliers), excluding online transactions. Points expire 365 days after the date on which they were awarded. Greencross cannot add points retrospectively.

19. If, at any time, a Member accumulates 500 points, that Member will receive a credit to the value of \$10.00 ("Loyalty Dollars"). The Loyalty Dollars expire after a period of 3 months from the date upon which the credit was created. Loyalty Dollars are redeemable in a Petbarn retail store and in participating Greencross Clinics on applicable products and services only. Loyalty Dollars are not redeemable online on applicable transactions only. Loyalty Dollars must be spent in full in a single transaction when redeeming. Change or part credit cannot be offered if the full Loyalty Dollars value is not spent.
20. Friends For Life points are not transferable, and are not redeemable for currency.
21. When a Friends For Life Member obtains a refund or reimbursement for charges previously incurred (for example, for returned goods or services), the points previously accrued for that purchase will be cancelled. Redemption of Loyalty Dollars must be claimed by the Friends For Life Member personally.
22. Friends For Life Members are eligible to participate in the frequent feeders program. The frequent feeders program only operates in Petbarn retail stores. When a Member purchases 10 bags of any participating super premium brand of dry dog or cat food at a Petbarn store (and not at a Greencross Clinic or by an online transaction), the Member will receive a credit for one free bag which can be redeemed in a Petbarn store only, and not in a Greencross Vet clinic or online. This credit will expire after a period of 3 months. Qualifying purchases must be over 1kg.
23. Greencross is not responsible for stolen or lost Friends For Life Cards, unredeemed points or unredeemed frequent feeder bags. All Friends For Life Cards remain the property of Greencross. Greencross is not responsible for errors resulting from computer hardware or software errors or failure, nor for fraud.
24. Any questions regarding Friends for Life Rewards Program should be referred to the Petbarn store manager, the Greencross clinic practice manager, or via petbarn.com.au The promoter of the Friends For Life Card is Greencross Limited (ABN: 58 119 778 862 which is also the owner of the scheme. Greencross Limited is located at PO BOX 647, Alexandria NSW 2015
25. Dispute Resolution Any alleged discrepancy in relation to earned points must be notified in writing by a Friends For Life Member to Greencross, together with a legible copy of any relevant record of purchase (e.g. a tax invoice). Greencross will investigate such disputes but reserves the right to be the final arbiter in the event of any dispute. In case of dispute, the decision of Greencross shall be final and binding.
26. Greencross further reserves the right to adjust the points balance retrospectively in the event of incorrect entries whether due to Greencross' error or otherwise.
27. Any liability arising out of or in any way connected with a member's participation in the program is the responsibility of that member.
28. All questions or disputes regarding the eligibility for the Program or the eligibility of points for accrual or redemption, or any other dispute which arises in connection with a Friends For Life Member's participation in the Program will be resolved by Greencross in its sole discretion.

Card Hangsell Terms and Conditions

Friends For Life Club Terms and Conditions

Participation in “Friends For Life” (“FFL”) is subject to the Terms and Conditions of Use which are set out at www.petbarn.com.au. Greencross Limited and its subsidiary companies reserve the right to change, suspend or terminate the Terms and Conditions of Use of the “FFL” program at any time, subject to prior notice at the above website. Details and terms and conditions of any other offers will be available at the time of the offer and will vary from time to time. If you do not comply with the Terms and conditions of Use, your right to participate in the “FFL” benefits will be terminated. The FFL card (“Card”) is issued by and remains the property of Greencross Limited ABN 58 119 778 862 (“Greencross”). Your card can only be issued to access entitlements under the “FFL” program. It cannot be used in conjunction with, or in addition to, any other Petbarn, or Greencross offer, benefit or promotion. To receive an entitlement to Loyalty Dollars and the “11th Bag Free” offer, you must be purchasing qualifying brands and products. **The 11th Bag Free offer is only applicable to purchases in Petbarn retail stores and can only be redeemed in Petbarn retail stores. It is not available in Greencross vet clinics.**

Greencross Collection Statement

Greencross Limited collects personal information about you, such as your name, address, contact details, pet ownership, shopping history and preferences. We collect your personal information in order to administer our FFL program and for related purposes (as set out in our Privacy Policy available on our website, www.petbarn.com.au). To participate in Friends For Life, a person must provide certain details to the Greencross staff (including but not limited to a Petbarn store member or a Greencross Clinic staff member). If an applicant does not provide the necessary information on the Application Form, that applicant may not be eligible to participate in the program. We use and disclose your personal information to keep you informed about products and services Greencross provides and other products and services which may be of interest to you. By joining FFL, you consent receiving direct marketing communications. You can opt-out of direct marketing communications at any time by emailing optout@petbarn.com.au or making a verbal request at a Petbarn store or Greencross clinic. Your personal information will be disclosed to overseas recipients who help to us improve our products and services by analysing sales information and trends and conducting customer satisfaction enquiries. Those overseas recipients are likely to be located in the USA. Information about how you can access and correct your personal information, or make a complaint about how we have handled your personal information, is included in our Privacy Policy.